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LIST OF REFERENCES CITED BY APPLICANT
(Use several sheets if necessary)ATTY. DOCKET NO.
10480-0007-999APPLICATION NO.
09/781,591APPLICANT
Luosheng PengFILING DATE
February 8, 2001GROUP
2663

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DD	AA	US 6,304,906 B1	10/16/01	Method and Systems for Allowing Data Service Systems to Provide Class-Based Services to Its Users			8/6/98
DD	AB	US 6,023,722	2/8/00	High-Availability www Computer Server System with Pull-Based Load Balancing Using a Messaging and Queuing Unit in Front of Back- end Servers			7/23/97
DD	AC	US 2001/0040887 A1	Pub. Date: 11/15/01	Apparatus and Methods Enhancing Call Routing to and within Call-Centers			7/10/01

RECEIVED

JUL 31 2002

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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER *Duc Duong*DATE CONSIDERED *8/7/04*

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.